

For counties that choose the over-the-counter option, the Contractor shall supply designated card issuance locations with card stock, and shall provide, install and maintain all equipment necessary to perform over-the-counter card issuance and PIN selection. Each county will determine the required number of card issuance locations.

For counties choosing mail-based card and PIN issuance, the Contractor shall mail cards to recipients with the existing PIN still in place, or shall issue a new PIN in a separate mailing.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.4.1 Fees for Card Replacement

Replacement cards will be provided to cardholders, as needed, without the imposition of a fee. However, the State reserves the right to change this policy in the future, and to collect fees for replacement cards as allowed under FNS regulations. The Contractor's system shall be capable of deducting any card replacement fee directly from the food stamp or cash account.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.8.5 Homebound Recipients' Card Issuance and PIN Selection

Homebound recipients without an AR shall have an EBT card and pre-assigned PIN issued via the mail, and shall be able to change the PIN via the ARU. The Contractor shall provide a secure method to authenticate the homebound recipient's identity prior to PIN selection. The State has a federally approved waiver to allow ARU PIN selection for homebound recipients.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.6 PIN Change

In the event that a cardholder's PIN is compromised, or a cardholder wishes to change the PIN for any other reason, the cardholder may do so at a designated county location. Cardholders shall also be allowed to change a PIN via the ARU (pending FNS approval of a waiver requested by CDSS). For an ARU PIN change, the Contractor shall provide a secure method to authenticate the cardholder's identity prior to making the PIN change. No restrictions shall be placed on the frequency of PIN changes by the cardholder.

Meets Requirement: Yes _____ No _____